

Express Mail Label No.: EV 873 103 025 US
Date of Deposit: December 13, 2006

Attorney Docket No.: 27996-133
(formerly 103180-45024)

AF 22w

12-15-06

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. **Examiner:** Nguyen, Quynh H.
Serial No.: 09/745,305 **Group Art Unit:** 2642
Filed: December 21, 2000 **Confirmation No:** 2060
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

MAIL STOP AF

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Sir:


Transmitted herewith for filing in the present application are the following documents:

1. Response under 37 C.F.R. 1.116 (13 pages); and
2. Return Postcard.

The Director is hereby authorized to charge any additional fees that may be due to Deposit Account No. **50-0311**, Ref. No. **27996-133**, Customer No. **35437**. A duplicate copy of this transmittal letter is enclosed.

Respectfully submitted,

Dated: December 13, 2006


Richard M. Lehrer, Esq., Reg. No.: 38,536
Peter F. Snell, Reg. No.: 52,235
Attorney/Agent for Applicant
MINTZ LEVIN COHN FERRIS, et al.
666 Third Avenue
New York, NY 10017
Telephone: (212) 935-3000
Telefax: (212) 983-3115

Express Mail Label No.: EV 873 103 025 US
Date of Deposit: December 13, 2006

Attorney Docket No.: 27996-133
(formerly 103180-45024)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

MAIL STOP AF

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE UNDER 37 C.F.R. 1.116

Sir:

In response to the Final Office Action, dated October 13, 2006, Applicant respectfully requests the Examiner to reconsider and withdraw the current rejections in light of the following remarks. This response was necessitated by the Examiner's continued reliance upon the same references which were deemed overcome by the Response filed on July 19, 2006.

Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.